

How We Do It: Process Template

Field	Entry
Process name	
Owner (role)	
Version / date	v1.0 / DD/MM/YYYY
Review due	12 months, or after any complaint or change

1. Why this process exists (one sentence)

2. When it applies (and when it does not)

3. What you need (tools, logins, materials)

4. Steps

Numbered, one action per step, written as an instruction ("Send the booking confirmation"). Put the check at the step it applies to, and say what to do if it fails.

5. Done means (how you know the job is finished properly)

6. Records kept and where

7. Common mistakes to avoid

8. Change history

Version	Date	Change	By